

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.  
Serial No. : 10/645,438  
Filed : 21 August 2003  
For : Management of queues in contact centres  
Examiner : CHEA, Philip J.  
Art Unit : 2453  
Confirmation No. : 7992

**RESPONSE TO OFFICE ACTION OF MARCH 4, 2010 AND AMENDMENT**  
**ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Final Office Action of March 4, 2010, the Applicants make the following amendments and remarks: